PROTECTION PLAN FOR PUBLIC TRANSPORT UNDER COVID-19: FRAMEWORK AND CONTENTS

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Confidentiality Intern

Status

Version 20200608.1
Last amended 25.05.2020
Last amended by SBB / PAG / Annexe E: VöV

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Explanation of dated versions For each service offer stage, a version is created and marked with the date when it takes effect. These are planned to parallel the FOPH’s easement stages. The upcoming versions contain the relevant additions for each easement date.

Next service offer stage on 16 August 2020 (Version 20200816.X)

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<td>20200518.2</td>
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<td>Added &quot;masks for children&quot; to the public transport protection plan in the chapter &quot;Work where a distance of 2m cannot be avoided&quot; and added Annex A: IPV</td>
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PROTECTION PLAN FOR PUBLIC TRANSPORT UNDER COVID-19: FRAMEWORK AND CONTENTS

Version 25 May 2020

PRECEPTS

LEGAL PRECEPTS
The basis of this protection plan are the precepts of Covid-19 Ordinance 2 (818.101.24), the Employment Act (SR 822.11) and its ordinances.

Public transport is an important component of our society and the basis for a functioning economy. With its measures to ease the coronavirus restrictions, the Federal Council is counting on a functioning public transport system. The Federal Department of Environment, Transport, Energy and Communications (DETEC) and the Federal Office of Transport (FOT) have commissioned SBB and PostBus in their role as system leaders to develop a protection plan for public transport which will be presented to the Federal Council by 29 April 2020.

The protection plan takes effect for the entire public transport network and defines the precepts and measures designed to protect customers and staff on public passenger transport in Switzerland. Transport companies are required to implement the plan outlined below. This also applies to more specific public transport companies such as, for example, boat operators and cableways which are important for access. Tourist transport services are currently still suspended and therefore do not figure in the protection plan. Each transport company is to implement the plan in line with its specific circumstances.

Key principles of the public transport protection plan:
- The Federal Council’s epidemiological/health and hygiene guidelines form the basis of the present protection plan. The document outlines how customers can implement these recommendations on public transport.
- It supports transport companies with their operational implementation of the Federal Council’s recommendations and comes into force on the 11 May 2020, coinciding with the reinstatement of the service offer on public transport and the second stage of the announced easing of measures. The protection plan will be amended should the Federal Council’s strategy require it or a need for optimisation/amendment emerge during the period of implementation.
- The rules/recommendations apply for the entire public transport travel network including stations and stops.
- The protection plan relies on the responsibility and solidarity of customers. It is incumbent upon customers to provide their own hygiene products (protective masks/hand sanitiser).
- Transport companies will not assume any police duties. They will support the implementation of the protection plan with accompanying and communicative measures. They are encouraged to work in collaboration with the local police authorities.
- The Federal Office of Public Health’s (FOPH) hygiene and conduct rules still apply to staff and customers on public transport.
- In addition, it is strongly recommended that all those concerned wear a protective face mask wherever social distancing rules cannot be followed.
- Customers will be reminded of the guidelines in effect before and during their entire journey (transport chain) (customer information, screens, announcements, pictograms etc.).
- Staff are to be aware of the guidelines in effect and to know which specific protection measures must be taken into consideration and followed when carrying out their duties.
- Transport companies can use customer guides/attendants to make customers aware of the measures.
- The system leaders (SBB for rail, PostBus for road, boat and cableway) will provide recommendations for a coordinated implementation and set out the key principles. Transport companies can plan for further accompanying measures.

- All public transport companies are obliged to follow the guidelines of the Confederation. To that effect, transport companies will set out their own internal plans for protecting their staff based on the companies' specific circumstances.

1. HAND HYGIENE

The following applies to staff:

- All public transport employees are to be actively requested to wash their hands regularly. If this is not possible, hand sanitiser will be made available to them.
- The FOPH's rules on hygiene will be actively communicated internally.
- All public transport service buildings will have facilities for sanitising one's hands.

The following applies to customers:

- It will not be possible to provide water, soap or sanitiser across the board along every possible public transport chain.
- Customers are able to wash their hands in accordance with the guidelines in the toilet on board their means of transport (if available) and in the toilet facilities in stations (if available). The provision of water and soap is to be guaranteed on means of transport with toilet facilities for the duration of their operating times.
- It is not necessary to provide sanitising products in the vehicles.
- The hygiene centres in the four largest stations (Basel SBB, Zürich HB, Bern, Luzern) will be open from 11 May 2020 and should be made available to customers free of charge.
- Staff who come into contact with customers are to be equipped with protective face masks and sanitiser for their own protection.
- Hand sanitiser dispensers will be set up at the main and secondary entrances to large stations.
- Hand sanitiser dispensers are to be set up at clearly visible points in the entrances and exits to travel centres/counters.
- Customers are to be requested not to use cash to pay for their purchases wherever possible.

2. MAINTAINING DISTANCE

- Staff and customers are to keep a minimum distance of 2 metres from others wherever possible.
- Vessel sizes for buses and trains are always to be calculated depending on the availability of resources in accordance with the basic planning provision for 2020, so as to help passengers and staff maintain the minimum distance from others by providing as much space as possible.
- With regards to “social tracing”, refer to the recommendations of the FOPH.

Establishing moving and stopping zones

- Public transport is an open system. This open system is to be maintained even in the current circumstances.
- There are to be no restrictions on access or structural measures at stops or stations to reduce the flow of people.
- Customers will be requested to maintain the minimum distance from others through targeted accompanying measures.
- Additionally, we request that customers travel at less busy off-peak times whenever possible.

Division of space

- Existing measures taken on vehicles for the protection of customers and staff will continue to be in force.
doors will open automatically on all vehicles, wherever technologically possible
• doors at the front of road vehicles (buses, trams) will remain closed
• as a rule, the first row of seats will remain blocked off (buses, trams).

- On rail services, separate and clearly differentiated or specially labelled areas will be made available to staff on duty (customer attendants) and train crew. (Staff must leave these areas for the vehicle readiness control, for maintaining presence on the vehicle (security personnel), for ticket inspections and for helping people with a disability to board the vehicle).

- At staffed sales points, plexiglass screens will form a barrier between customers and staff. Additionally, to create a further division of space, plexiglass screens are to be installed in between the work spaces of sales staff, provided that there are counters available which are not closed long-term.

- Waiting rooms in stations and at stops have been closed and will remain closed until further notice. If the Covid-19 situation improves and leads to further easing of the measures, a reopening of waiting rooms will be considered. If this is the case, the rooms are to be cleaned more frequently and, if necessary, equipped with sanitation facilities.

Limiting the number of people

- Public transport in Switzerland is an open system which has neither a requirement for reservation nor access-restricting structures at its stations or stops.
- It would be unrealistic to try to equip every stop and station in Switzerland with access-restricting structures and marks for social distancing.
- It would be impossible for passengers to maintain physical distance from one another when boarding during the dense regular timetable without huge impacts on the whole system (punctuality, missed connections on transport chains etc.). Other measures will help passengers keep to the social distancing guidelines:
  • Customers will be urged to avoid travelling at peak commuting times and instead choose less busy connections for their journey.
  • Furthermore, we will call upon customers to take responsibility for themselves and ask that they show due consideration to one another. It is incumbent upon customers to maintain the minimum distance from others at stops and stations.
  • Additional personnel (e.g. customer guides) can be brought in to key areas with high demand to help implement this principle.

- On public transport:
  • Proper spacing on board vehicles is the responsibility of passengers. When present, train crew members can offer their support by pointing out free seats to passengers.
  • Where possible, customers are to be informed of free seating areas directly face-to-face, by use of announcements or other technological tools (e.g. coach-specific occupancy projections in the online timetable for trains).
  • At busier points for alighting and boarding, passengers should be asked to make a path for those alighting (when waiting to board), and to respect the social distancing rules before and when alighting.
  • Group reservations are suspended until the ban on gatherings of more than five people has been lifted.
  • A requirement for reservation may be temporarily introduced for routes on which higher, accumulating demand can be predicted at certain times. When foreseeable, the avoidance of over-occupancy, bringing with it a high risk of infection, takes precedence over transport duties. It is incumbent upon the relevant transport company to take the operational decision on this matter, giving at least one week’s notice.
  • In exceptional circumstances, passengers may be prevented from travelling in order to avoid over-occupancy.

- Station/stops:
  • No access checks will be carried out at stations or stops.
  • Access to travel centres and points of sale will be restricted:
施疗概念_ÖV_Stand 25.05.20_EN.docx

- Implementation in accordance with FOPH guidelines, in particular only one person per 10m² area in every travel centre, by means of appropriate measures (e.g. distance markers on the floor).
  - Distance markers in front of lifts, along with the instruction: only 1 person per lift, keep lifts free for people with reduced mobility.
  - Distance markers in front of ticket machines in stations. It is down to the relevant authorities to make decisions on distance markers in public spaces, and their responsibility to install them.
  - Notice signs/information on screens etc. to be used to implement social distancing in stations/on platforms/at stops in accordance with the recommendation/announcement of the FOPH.
  - Existing access restrictions (e.g. entry to cableway stations, boat stations, Metro Lausanne) are to remain in place and to be adjusted, e.g. with the addition of distance markers on the floor at the entrance.
  - Customers are recommended to purchase tickets / services in advance using digital channels and advised not to go to the counter.
  - Transport companies may use customer guides/attendants to help implement the measures.

**WORK WHERE A DISTANCE OF LESS THAN 2M CANNOT BE AVOIDED**

- If the minimum distance of 2 metres cannot be maintained, customers are **strongly recommended to wear a protective face mask.** The strong recommendation to wear protective face masks is intended for all customers. However, if children cannot put on and wear the masks properly and without assistance, they need not wear them.
- Staff in direct contact with customers are to wear face masks where the minimum distance of 2 metres cannot be maintained. This applies particularly to attendants and ticket inspectors, staff providing assistance, cleaning personnel, security personnel and sometimes also to drivers (e.g. closed-off transport services for schools).
- At staffed sales points, plexiglass screens will be installed to protect customers and staff. The purchase of tickets in vehicles will remain suspended for now. On this matter, the protection plan will be updated at a later point.
- Until further notice, ticket inspectors are not to touch customers’ SwissPass / tickets / ID during ticket inspections (visual inspection of tickets). Gloves may be used if required.

**Work with bodily contact**

- If someone is taken into custody by the SBB Police, they will be given a protective face mask or one will be put on them. In case of unavoidable bodily contact, the SBB Police officers will protect themselves and the person in question by wearing protective face masks, gloves and protective glasses.
- When assisting people with restricted mobility, public transport staff can use gloves in addition to masks.

**Working with tools with bodily contact**

- Not relevant to public transport companies in connection to contact with customers.

**3. CLEANING**

**Rail**

- As a matter of course, public transport companies are to clean their vehicles at regular intervals, several times a day to ensure cleanliness.
- In the current circumstances, the frequency of cleaning is to be increased and the focus placed on surfaces with which customers come into contact (e.g. handrails, buttons and tables).
Visible cleaning several times a day with focus on cleaning of surfaces (during changing of trains at terminus stations) 3-5 times per day:

- Handrails, buttons and surfaces such as tables/rests with alcohol/surfactant cleaning agent (explicitly identified by the FOPH as effective against the coronavirus)
- Waste disposal
- Toilet (toilet, floor, sink) with toilet cleaner (explicitly identified by the FOPH as effective against Covid-19)

Day cleaning at least once daily (at night):

- All the same cleaning tasks as visible cleaning plus:
  - picking up litter from floor or vacuum cleaning
  - internal window cleaning with alcohol/surfactant cleaning agent

Intermediate cleaning at least once a week:

- All the same cleaning tasks as the day cleaning with more time input
- Moreover, for the duration of the Covid-19 period many transport companies are carrying out further, targeted cleaning operations. For example, from 11 May 2020, SBB will be carrying out additional cleaning of vehicles on the move (with at least 30 additional cleaners across Switzerland plus Team Clean with up to 70 asylum applicants from Zurich/Bern/Lausanne) with more available cleaning time (at least 15-30 minutes until alighting)
  - The main focus is contact surfaces such as handrails and buttons as well as surfaces such as tables/rests
  - Waste disposal
  - Toilet

Buses/trams/cableways/boats

- Transport companies operating buses, trams, boats and cableways are to clean their vehicles regularly, at least once a day, to ensure cleanliness.
- In the current circumstances, the frequency of cleaning has already been increased and the focus placed on surfaces with which customers come into contact (e.g. handrails, handles, buttons and tables).
- During the change over time at terminus stations, surfaces with which customers come into contact are cleaned again when possible and waste is disposed of.
- The driver cleans / disinfects the driver’s work area at every change of shift.

Cleaning of stations, stops and travel centres

- Cleaning operations in stations have been intensified and the frequency of cleaning increased from 3 to 6 times a day. The focus there is placed on surfaces with which customers come into direct contact, such as, for example:
  - Lifts/lift buttons
  - Toilets
  - Ticket machines/screens
  - Benches and information points
  - Post boxes
  - Handrails
- Cleaning is carried out using disinfecting cleaning agents tried and tested on Covid-19.
- The thorough cleaning of platforms, shopping arcades, and underpasses is currently being carried out as a priority and its frequency increased from 4 to 6 times a year.
- The cleaning frequency at small stops in the outskirts has also been doubled.
- Increased intensity of cleaning at travel centres/points of sale: in mid-size and large travel centres the intensity of cleaning has been increased to 1-2 times a day, and in smaller travel centres to 1-3 times a week. Visible cleaning is carried out by staff daily.
Cleaning of stops in public spaces
- An appropriate frequency for cleaning of public transport stop infrastructure in public spaces will
be fixed according to need with the authorities responsible.

Cleaning of ticket machines and other customer-relevant infrastructure
- Alongside travel centres, other customer-relevant infrastructure is also to be cleaned more inten-
sively. That includes ticket machines, ATMs and lockers.
- At these touch points, the focus will be on the parts which customers have direct contact with,
such as for example the touch screens.
- Many transport companies have been implementing these measures successively starting as early as the second half of March 2020.

Ventilation / air conditioning
- At stops, the doors of vehicles are to open automatically (where technically/operationally possible)
to facilitate the circulation of air. Air conditioning filters are to be regularly cleaned according to the
instructions of the manufacturer or replaced. Following clarification of issues concerning occupa-
tional health in consultation with the FOPH, the FOT has stated that there is no reason to believe
based on current knowledge that the coronavirus can be transmitted via air conditioning and venti-
lation.

Surfaces and objects
- Cleaning of surfaces in the vehicles is described above.
- In buildings where staff work, cleaning products have been made available so that work spaces
can be cleaned regularly. These spaces are also to be cleaned regularly.

Toilet facilities
- Toilets on vehicles are to be cleaned regularly and emptied in line with professional requirements
(see introduction above). The transport companies are responsible for implementing this.
- For public spaces, the relevant authorities take decisions about the cleaning of toilet facilities and
are responsible for implementing them.
- Toilet facilities at stations / stops: increased cleaning frequencies.
- The hygiene centres in the four largest stations (Basel SBB, Zürich HB, Bern, Luzern) will be open
from 11 May 2020 and should be made available to customers free of charge.

Waste
- Waste bins on vehicles and at stations and stops are to be emptied regularly, even when they
contain limited contents (see instructions above). In buildings where staff work, closed bins will be
provided where possible. For public spaces, the relevant authorities decide on the emptying of
waste bins and are responsible for implementing these decisions.
- Customers are asked to take waste with them when they alight if possible and dispose of it in the
containers on the platforms.

Work clothing and washing
- Use personal work clothing. Uniforms and work clothing are personal and are to be washed regu-
larly because they could potentially become contaminated.
- Wash work clothes regularly with commercial detergent.
4. PEOPLE AT PARTICULAR RISK

- Detailed regulation for the protection of staff at particular risk is provided by Covid-19 Ordinance 2.
- Staff over 65 and staff who belong to a risk group can carry out jobs on public transport if the public transport protective measures are implemented and the requirements laid down by Art. 10c of Covid-19 Ordinance 2 are fulfilled.

5. PEOPLE INFECTED WITH COVID-19 AT WORK

- Members of staff in the company will be sent home with a protective mask and told to follow the FOPH stipulations on isolation (see www.bag.admin.ch/isolation-und-quarantae).
- A special guideline sheet based on FOPH requirements details the action to be taken when people have had contact with the infected person.

6. PARTICULAR WORK SITUATIONS

Personal protective equipment

- All staff may voluntarily wear protective equipment at any time.
- How to use personal protective equipment:
  - there are guides on the correct use of both gloves and protective masks. These guides are to be given to staff with the protective equipment. Active communication of these guides to all staff has also taken place.
- Various guideline sheets, e.g. on how to use masks or disposable gloves, will be made available to the transport companies on the websites of the system leaders.

7. INFORMATION / COMMUNICATION

- Customers must be informed appropriately about the main requirements of the public transport protection plan before and during their journey (whole transport chain). This includes:
  - Placing information prominently on the website of the relevant company.
  - Information around stations and stops (posters, screens, departure boards, announcements)
  - Information on vehicles (posters, advertising posters, screens, announcements)
  - E-mails to customers / newsletter / social media
  - To increase the effectiveness of the information, consistent verbal and visual language must be used. This includes recognisable pictograms providing “corona communication”. This material is made available to download on the websites of the system leaders in agreement with the FOPH.
- Particular attention must be given to ensuring customer information is up-to-date (online timetable). Customers are requested to purchase their tickets via online channels wherever possible.
- Changes to the timetable situation must be announced as early as possible via the companies’ service communication and must be provided online as a minimum.
- Customers must easily be able to see what level of service is being provided by transport companies at any time. Invalid printed information must be removed or the remark “temporarily invalid” must be added.

Information for staff

- The transport companies independently define the measures for protecting their staff on the basis of the FOPH guidelines and adapt them to their company.
- Staff are to be informed regularly about the specific instructions and guidelines via the internal communication channels of the relevant transport company.
- The companies (superiors, management) are responsible for enforcement and implementation. Quality control must be ensured as part of the quality management systems.
8. MANAGEMENT

The individual companies are responsible for planning, implementing and checking the individual components of the public transport protection plan. They are in contact with the system leaders and must keep up to date with any changes on the relevant information sites. The instructions of system leaders take the form of either definitive requirements, recommendations or examples and are classed accordingly. Each company must decide how the public transport protection plan is to be put in place within the company and implemented appropriately for customers. Company management is responsible for this and must be able to prove to the relevant authorities on request that implementation has taken place. The implementation and effectiveness of the protection plan are to be continuously monitored and amended if required.

Unwell staff

Do not let any unwell staff work. Send the relevant staff home immediately.
PROTECTION PLAN FOR PUBLIC TRANSPORT DURING THE COVID-19 PERIOD: ACCOMPANYING MEASURES

S stands for “substitution”, which is only possible in the case of Covid-19 if sufficient distance is provided (e.g. when working from home).

T stands for technical measures (e.g. acrylic glass, separated work spaces etc.).

O stands for organisational measures (e.g. separated teams, amended shift planning).

P stands for personal protection measures (e.g. protective masks, gloves etc.).
The following measures must be adapted to reflect the specific situation of individual transport companies. At some points, concrete measures taken by SBB are mentioned for purposes of illustration. These serve as examples and are not binding for other public transport companies.

1. HAND HYGIENE

Everyone in the company must regularly wash their hands.

**Measures**

- Sanitiser dispensers have been installed in buildings where staff work.
- Staff in direct contact with customers are equipped with a refillable hand sanitiser product.
- Hygiene and behaviour rules are to be communicated proactively.
- Staff in work spaces must be given the opportunity to wash their hands in line with the instructions. Moreover, in many passenger trains it is possible to wash one’s hands in train toilets.

**Customers:**

**Measures**

- **Sanitiser dispensers** have been installed in travel centres/points of sale and at selected locations in larger stations. Customers can disinfect their hands when entering and leaving the travel centre. In travel centres with various customer areas (e.g. Zürich HB with immediate sales, advice and sales, financial services and luggage/SBB Lost and Found office), a dispenser will be installed in all the areas. We are looking into whether transport companies can also distribute small quantities of sanitiser to customers as appropriate at certain times at large stations / stops and on vehicles (sampling). This depends on the availability and resources of the transport companies.

**Sanitiser dispensers at main and secondary entrances to large stations:**

A total of 220 sanitiser dispensers will be installed at the main and secondary entrances to the 34 large stations. The customer should feel safe and protected from the moment of entering the station. In a second phase, we intend to look at whether this can also be provided at smaller stations. The delivery will be complete at the end of May.

**Washing facilities**

On many trains, customers have the opportunity to wash their hands in the train toilets. Additionally, large stations / stops / cableway stations have toilet facilities where washing is possible. Hygiene and
behaviour rules for hand hygiene will be communicated proactively using the same consistent pictograms:

The hygiene centres at the four largest stations (Basel SBB, Zürich HB, Bern, Luzern) will be open from 11 May 2020 and customers will have free access until a return to normal visiting frequencies. For public spaces, the relevant authorities are responsible for decisions concerning the opening of toilet facilities and for the implementation of these decisions.

No cash payments
When entering travel centres, customers are reminded to pay for their purchase without using cash if possible.

2. MAINTAIN DISTANCE

Staff and others must maintain a distance of 2m wherever possible.

Measures

Station / stop:

Staff and customers must keep a minimum distance of 2 metres wherever possible.

- Distance markers for POS when counters are open. Implementation according to FOPH requirements. Markings on the ground will facilitate the keeping of 2m distance between two waiting customers.
- Distance markers in front of lifts
- Distance markers in front of ticket machines
- Entry control or other appropriate measures to limit the number of people in the travel centre.

On platforms and at stops, there will be no distance markers, as this is not possible if passengers’ safety is to be ensured.

Group reservations and journeys are suspended until the ban on gatherings of more than five people is lifted.

Waiting rooms at stations and stops have been closed and will remain closed until further notice. If the Covid-19 situation improves and leads to further easing of the measures, a reopening of waiting rooms will be considered. If this is the case, the rooms are to be cleaned more frequently and, if necessary, equipped with sanitation facilities.

During the journey:

Customers are to be reminded of the FOPH instructions in force during their journey (via customer information, screens, announcements, pictograms etc.).
The Maintain Distance pictogram is to be used consistently on posters and on screens.

Existing, vehicle-related measures to protect customers and staff will be continued:
- automatic door opening on all vehicles where technically and operationally possible
- front doors remain closed on road vehicles
- access to the first row of seats will generally remain blocked (road public transport).
- separate and clearly differentiated or specially labelled areas will be made available to staff on duty (customer attendants) and train crew. (Staff have to leave this area to dispatch trains, be present in the vehicle (security staff), check tickets and provide boarding assistance to disabled passengers) (rail public transport).
- where maintaining distance is not possible, the instructions on the protection of customer-facing staff must be followed.

Social distancing can only be maintained if seating capacity remains in line with the 2020 annual plan, as far as the capacity of the transport companies allows for this.

Customers are strongly urged to avoid travelling in peak times and to choose connections with lower occupancy for their journeys. To achieve this, approaches and appeals to direct customers away from peak time which have already been tested could be used, e.g. the “work-smart initiative”.

Occupancy projections must be built into online timetables – as far as this is technically possible and data are available.

Transport companies are to call on people to show personal responsibility and solidarity and to be considerate of each other’s needs.

Passengers are asked to make space for those alighting and to form a queue.

Use pictograms showing how passengers should spread out in the vehicle.
Rail:
Recommence passenger counts (manually or technically) to produce data for the spacing of passengers on trains and for occupancy projections. At SBB, the Präsenz-App (presence app) will be in use again from 27 April.
Additional communication to customers by passenger attendants where available (direct, manual or automatic announcement).

Work where keeping a distance of 2m is not possible

Consideration of specific aspects of work and work situation to ensure protection

**Measures**

Where the minimum distance of two metres cannot be maintained, customers are strongly urged to wear a protective mask.

Staff in direct contact with customers are to wear a protective mask where the minimum distance of 2 metres cannot be maintained. This applies particularly to attendants and ticket inspectors, staff providing assistance, cleaning personnel, security personnel and sometimes also to drivers (e.g. closed-off transport services for schools).

The existing customer and staff protection measures at staffed points of sale will be maintained:

- Sales staff are to serve customers through plexiglass windows.

- Additional installation of plexiglass windows between counter in light of the expected increase in customers from 27 April / 11 May.

- Masks
  - Staff at counters, behind plexiglass: no mask
  - Staff in contact with customers, for example working at travel centre reception, handing out luggage, providing services to the disabled or maintaining ticket machines: wear a mask.

When checking tickets, staff must not touch SwissPasses / tickets without gloves until further notice. Instead, they will perform a visual ticket inspection.

If a person is arrested by the SBB Police, the person will be given a protective mask or the mask will be placed on the person. In cases of immediate physical contact, SBB police officers protect themselves and those they deal with by using protective masks, gloves and protective glasses.

In some cases (not at all stations), the lifts have been equipped with notices: only 1 person per lift, keep lifts free for people with reduced mobility.
3. CLEANING

Regular cleaning of surfaces and objects after use as required, in particular if they are touched by multiple people.

<table>
<thead>
<tr>
<th>Measures</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cleaning will increasingly focus on contact surfaces: Handrails, handles and buttons will be cleaned several times a day.</td>
</tr>
<tr>
<td>Cleaning will be made visible to passengers:</td>
</tr>
<tr>
<td>- Additional cleaning “in sight of passengers” will take place during journeys, for example using asylum applicants (example SBB measure).</td>
</tr>
<tr>
<td>- On board vehicles, passengers will be reminded who last cleaned the vehicle and when (example SBB measure):</td>
</tr>
<tr>
<td>- Placing a notice on toilet mirrors: Fixing synthetic paper on toilet mirrors with a personal message: “This toilet was cleaned for you on…..” (or at non-conventional places so that it surprises passengers and they have a lasting positive memory of it)</td>
</tr>
<tr>
<td>- Leaving cards on coaches with a personal greeting and a picture of the cleaning teams (may be related to a depot, e.g. Team Clean Lausanne). Consciously placing notices on essential objects such as toilets, seats, handrails (U-shaped): “This handrail has been cleaned for you.”</td>
</tr>
</tbody>
</table>

The driver’s cab is cleaned / disinfected by on-board staff at every change of shift.

**Additional cleaning of public spaces at stations and travel centres:**

Public facilities and travel centres will be cleaned more frequently based on the specific requirements of the relevant transport company.

SBB cleaning examples:

- **First phase:** On 16 March 2020, the cleaning frequency for Chiasso, Lugano, Bellinzona and Locarno Travel Centres in Ticino was increased to daily.
- **Second phase:** On 27 March 2020, the cleaning frequency for the other large and medium-sized travel centres was increased to once/twice a day. In the other, smaller travel centres, cleaning takes place 1 to 3 times a week. The customer consultants who work there clean staff and customer spaces to the best of their ability.
- More frequent cleaning of ticket machines and ATMs including touch screen surfaces (including luggage facility surfaces) and lifts in stations.

---

4. PEOPLE IN PARTICULAR DANGER

<table>
<thead>
<tr>
<th>Measures</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff over 65 and those who belong to a risk group can work if the public transport protection measures are implemented and the requirements laid down by Article 10c of Covid-19 Ordinance 2 are fulfilled.</td>
</tr>
<tr>
<td>Protective masks may be worn voluntarily at any time.</td>
</tr>
</tbody>
</table>

---

5. PEOPLE INFECTED WITH COVID-19 AT WORK

<table>
<thead>
<tr>
<th>Measures</th>
</tr>
</thead>
<tbody>
<tr>
<td>Behaviour directive in accordance with BAG instructions</td>
</tr>
</tbody>
</table>
6. PARTICULAR SITUATIONS AT WORK

Consideration of specific aspects of work and work situations to ensure protection.

**Measures**

Where possible and sensible, staff should continue to work from home until changes to organisational arrangements in offices make it possible to work there. The individual transport companies are responsible for implementation.

7. INFORMATION / COMMUNICATIONS

Information for staff and customers about the instructions and measures.

**Measures**

Staff information

Information on the staff intranet, messenger systems, posters, screens, staff meetings

Customer information

Use of consistent verbal and visual language, pictograms:

The pictograms use the FOPH's look and feel, and the mask recommendation pictograms for example come from the FOPH.

Changes to services due to corona and behaviour rules to be placed prominently, e.g.:
Desired result of information provision:
- Customers know how to travel safely using public transport and are informed about the public transport service offer.
- Increase confidence in public transport use.
- Behaviour tips with pictograms and simple messages.
- Templates with pictograms and messages will be made available to all transport companies as a download.
- Essential for transport companies: Official Confederation/FOPH pictogram with recommendation to wear a mask.

Communication support
The information will be passed on to customers in these phases. Each phase will be supported by a communication campaign:

<table>
<thead>
<tr>
<th>I</th>
<th>Information Leistungsangebot, Schutzkonzept</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sachliche Information in Systemführerschaft (was heisst das für mich als Kunde). Abgestimmt mit BAG.</td>
<td></td>
</tr>
<tr>
<td>Sensibilisierung (ab 11.5.) »So schützen wir uns.«</td>
<td></td>
</tr>
<tr>
<td>Abs. BAV + Systemführer + Platzhalter TU</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>II</th>
<th>Durchführung, Kommunikation Begleitmassnahmen</th>
</tr>
</thead>
<tbody>
<tr>
<td>Empfehlungen. Sachliche Information, emotional vermittelt.</td>
<td></td>
</tr>
<tr>
<td>Welcome back (ab 8.6. resp. abhängig Anordnungen Bundesrat) »Wieder unterwegs.« (Vertrauensbildende Botschaft zur Rückkehr)</td>
<td></td>
</tr>
<tr>
<td>Abs. BAV + Systemführer + Platzhalter TU</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>III</th>
<th>Marketing Ertragssicherung</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Kauf-)Anreize setzen. Ideen geben. Emotion wecken.</td>
<td></td>
</tr>
<tr>
<td>Vermarktung (ab 8.6.) »Jetzt die Schweiz entdecken.« (Inspirations / Ankurbeln Freizeitverkehr) sowie Rückgewinnung / Aktivierung Pendler Absender NDV</td>
<td></td>
</tr>
</tbody>
</table>

Berücksichtigung der Anordnungen des Bundesrats
Phase I from 11 May 2020: communication measures will support the protection plan, i.e. pictograms, announcements etc., to be communicated on all transport company channels. To be put out by the FOT, system leaders and transport companies.

Phase II from 8 June 2020: Passenger testimonials at national and regional level to create trust and safety. To also be put out in Phase II by the FOT, system leaders and transport companies.

Phase III also from 8 June 2020: Inspiring messages to encourage leisure travel in Switzerland. To be implemented as part of public transport governance and using the mandated partner’s layout.

Phase III from 6 July 2020: broad marking campaign to regain customers, including commuters. Implementation using the mandated partner or SBB’s (third-party business) layout depending on the campaign.

Implementation of the phases

- Online channels:
  - Campaign hub with behaviour rules on sbb.ch, system leader websites sbb.ch/covid-info and covid-info.postauto.ch. Transfer 1:1 to other transport company websites.
  - Transport company online touch points, SBB app, sbb.ch.

- Social Media
  - Websites relevant to commuters (e.g. 20 Minuten online etc.).

- Offline channels:
  - Successive roll-out of posters, stickers etc. on platforms, at stations and stops, on trains, buses, trams etc. (rail posters, glass panels, doors tbd).
  - Make message visible on cleaning vehicles, cleaning staff clothing, at counters, ticket machines, disinfection points at stations etc.

- Modify to fit regional need of French-speaking Switzerland and Ticino.

8. MANAGEMENT

Implementation of the directives in management to efficiently implement and adapt protection measures. Appropriate protection for people in particular danger.

Measures

Appropriate measures are the creation of a task force or similar to work on suitable capacity including representatives of company management, who ensure that the components of the protection plan are implemented throughout the company.

System leaders will inform partners about the current situation and orders by producing regular reports.
OTHER PROTECTION MEASURES

**Measures**

People with restricted mobility will continue to be greeted on public transport as before. Where social distancing is not possible (boarding assistance), our staff will take measures to protect themselves and others.

ATTACHMENTS

**Attachment**

See system leaders’ websites.

CONCLUSION

Was this document developed based on a solution for the entire industry?: ☒ Yes ☐ No

This document was sent and explained to all staff.

Bern, _____________________________

On behalf of the FOT:  On behalf of Postauto AG  On behalf of SBB AG
(PostBus)  (PostBus)  rail system leader:
road system leader:

Dr. Peter Füglistaler  Christian Plüss  Vincent Ducrot
FOT Director  Head of Postauto AG  CEO SBB AG
Member of the Swiss Post Management Board
ANNEXES

A. INTERNATIONAL PASSENGER SERVICES

Area of validity
Covers cross-border services to Germany, Austria, France, Italy and Liechtenstein.

Basic rules

The principle of territoriality applies.
When the passenger is travelling through a given country, the official orders of that country have effect.

Passengers bear personal responsibility.
Passengers are personally responsible for knowing and following the orders of the authorities in the area they are travelling through.

The transport companies inform passengers:
Passengers must be informed appropriately about orders by the authorities in force along the entire route of their journey and/or at their destination (notice in the timetable (HIM report), information at the ticket counter, announcements/displays on the transport service on departure and/or when entering a specific area …).

The transport companies must inform their staff
The transport companies are responsible for providing their staff working on cross-border routes with information about the rules in force in the relevant country and for making sure staff have the documents required.

Accompanying measures
- Transport companies inform passengers appropriately about orders by the authorities in force along the entire route of their journey and/or at their destination (notice in the timetable (HIM report), information at the ticket counter, announcements/displays on the transport service on departure and/or when entering a specific area …).
- Transport companies running cross-border services can provide the relevant documents for passengers on their websites (e.g. self-declaration for passengers). Passengers bear personal responsibility for following the orders of the authorities in the area they are travelling through and for printing and correctly filling in the documents required.
- The territorial principle also applies to catering services.
- If additional requirements are laid down abroad (cleaning requirements, seat reservations …), a decision as to whether series can run will be taken on a case-by-case basis. Developments abroad will be followed very closely.
- Staff on cross-border services must follow the prescriptions in force in the country they are travelling through.
B. GROUP TRAVEL BY PUBLIC TRANSPORT

Scope of application

- The ban on gatherings of >5 people covers group travel and is binding. It will remain in force until lifted by the Federal Council. As soon as the ban is lifted, the protection plan for public transport will in principle also apply to group travel. In the following section, only specificities/details relating to group travel are listed.
- Sanctioning people/groups who do not “behave properly” is not the task of public transport staff.
- Customers may be made aware of alternative connections to support the implementation of the protection plan. Exceptions to the requirement to transport passengers can be made if the FOPH stipulations cannot be followed (affects in particular bus companies, refusal of travel. Guidelines for staff will be prepared).

Basic rules

Bookings/purchase

- Bookings are made normally via a point of sale (online/phone reservations are recommended). Temporary modifications to the sales process should be avoided.
- Group travel should also be booked contactless where possible, with delivery of tickets by post or online.
- Refund fees should not be charged in case of subsequent changes to the number of participants. Refunds will only be provided by post (for example via customer services). This is a way of preventing customers from feeling they have no choice but to buy tickets at the counter at short notice.
- Bookings must be made at least two days in advance.

Space allocated/size of groups/positioning of groups on the vehicle

- For groups with an existing reservation, 30-50% additional space will be allocated as far as possible. The aim is to keep total occupancy to no more than 1 50 per cent (including occupancy given by the forecasts).
- Group travel centres are to do their best to keep the total number of groups per vehicle (in particular on trains) to a minimum and make sure that projected total occupancy does not exceed 50 per cent.
- If projected occupancy rate including the group is >50 per cent, transport companies can limit group sizes, split groups up across various services or refuse the reservation. The entire route of the group’s journey is to be taken into account. Responsibility for informing the customer lies with the relevant transport company.
- The group should ideally be allocated to the front or the rear of the train. On double-deck long-distance trains, priority is to be given to the lower deck to limit the number of people passing through. Moreover, only one group should be allocated to each vehicle deck. Allocation to special areas should be avoided if possible (e.g. driving trailers on IC2000 trains).

Protection measures within the group

1 Since travel behaviour has changed significantly and restrictions on entering or exiting the country are in force, providing occupancy forecasts is extremely challenging.
The Alliance SwissPass information sheet “How to protect yourself and others on public transport” (for groups) on what to do when using public transport will be given to groups. People travelling in the group are strongly recommended to wear protective masks if a distance of 2m cannot be maintained to protect themselves and, in particular, fellow travellers. The group leader is responsible for ensuring the protection plan is followed and the group is equipped with protective masks.

**Accompanying measures**
- Sales staff information
- Train crew information
- Publication of behaviour rules / travel notices for groups on the relevant website
- Information sheet for group travellers / leaders, to be provided with the travel documents
C. RAIL CATERING

Scope of application

These provisions cover dining cars on regular services on standard and narrow gauge lines. These include offers such as minibars / railbars / ServiceStation and at-seat catering. Dining cars on tourist railways and charter services are also included. Alongside the catering services provided by Elvetino AG on SBB long-distance services, the provisions also apply to Zentralbahn’s dining cars and catering offers and the premium panorama trains Bernina Express, Glacier Express, Golden Pass and Gotthard Panorama Express. These stipulations exclude restaurants run by transport companies which belong to the Swiss Cableways Association (Swiss Cableways) and the Association of Swiss Navigation Companies. These are covered in this protection plan by Annex E Cableways / Boats.

Basic premises

Given the specificity of rail operations, the protection plan for public transport and this annex have been prepared for rail catering services. This work draws on the protection plan for the gastronomy sector with the relevant changes made.

In particular, the hygiene and social distancing measures stipulated by the FOPH must also be followed in this context. In addition to the protection plan for public transport, the following points must be observed in particular for rail catering.

Catering on board trains is divided into: bistros/dining cars (e.g. Elvetino Bistro), take-away bars, at-seat service (e.g. meals served at seat on panorama trains), with and without obligatory reservations, and vending machine areas.

Customers have the option of leaving their contact details so they can be contacted by a cantonal health office if necessary. The company must make a form available for collecting contact details. Each group of customers can choose to provide the contact details (first name, surname, telephone number, date, time, table number) of one person.

Bistros/dining cars with table service

DISTANCING

- Block off seats and/or whole tables to ensure the safe two meter distance, as wearing protective masks in dining cars is not sufficient to make keeping a distance of at least two metres unnecessary.
- Staff must know the maximum number of people allowed to stay in the dining car at any one time.
- Where sensible, install plexiglass or any other appropriate material to ensure distance from other customers. Take impacts on vehicle approval / fire safety into consideration.
- No free choice of seat –> steward to allocate seat according to availability – customers are to be informed about this before entering the dining car e.g. with posters:

HYGIENE

- Wear a protective mask when serving customers.
  Disposable gloves may also be used.
- Use disposable tablecloths and napkins (if a closed bin is available for disposal) – an alternative possibility is plastic tablecloths which can be disinfected.
- Disinfect the menu after serving each customer or use disposable menus.
- Change gloves before and after preparing each meal
- Regularly disinfect your hands with hand sanitiser
- Recommend cashless payment.

Take-away bar area
DISTANCING

- Poster on the entrance door with rules for passengers and the maximum number of passengers allowed into the take-away bar area
- Distance marker in front of the bar
- Staff must know the maximum number of people allowed to stay in the coach at the same time.

HYGIENE

- Serve customers with a protective mask.
  Disposable gloves may also be used.
- Regularly disinfect your hands with hand sanitiser
- Recommend cashless payment.

At-seat service or railbar

DISTANCING

- The customers themselves bear responsibility for keeping to the distance rules in open seating areas. Serving staff can help them find alternative seats.

HYGIENE

- Disinfect tables before serving non-packaged meals (no tablecloth)
- Disinfect the menu after serving each customer or use disposable menus.
- Wear a protective mask when serving customers.
  Disposable gloves may also be used.
- Change gloves before and after serving each meal
- Regular disinfection of hands with hand sanitiser
- Recommend cashless payment.

Vending machine area on the train

DISTANCING

- As for machines at stations (ticket machines, ATMs), distance markers must be provided where space allows and this does not block the flow of people on the vehicle disproportionately.

HYGIENE

- Clean contact surfaces on buttons and touch displays and the output trays more frequently. Make the cleaning as visible as possible for customers, for example by adding additional “cleaned for you” notices/stickers.
- Recommendation:
  Including hand sanitizer and protective masks, if possible packed singly, in the vending machine range is recommended.
  Provide appropriate special labelling for these products.
D. RAIL AND ROAD TOURIST SERVICES (INCLUDING COG AND HERITAGE RAILWAYS) / CHARTERS

Scope of application

For the purpose of this protection plan, rail and road tourist services include services specially conceived to meet the needs of tourism which run in addition to scheduled (normally clockface) services under concession. Often these services are characterised by limited, seasonal periods of operation, non-clockface timetables, obligatory reservations and on-board catering. Rail charters are considered tourist services for the purpose of this plan. Mixed service offers (lines which provide both regional passenger services and tourist services) are not considered tourist services.

This Annex D to the protection plan does not cover transport companies which are members of the Swiss Cableway Association SBS (Swiss Cableways) or the Association of Swiss Navigation Companies (VSSU). In exceptional cases and following agreement with SBS/VSSU, these companies can follow the rail and road protection plan (e.g. for connections within cities). Provisions for the catering sector on rail services are laid down in Annex B, catering for cableways and on boats in Annex E. Annex C applies to group travel on public rail and road transport.

Basic rules

In principle, the rules laid down in the protection plan for public transport also apply to tourist and charter services. Additionally, note the following points for tourist services.

Information

Make customers aware of the provisions of the public transport protection plan and the relevant annexes when making their purchase/booking if possible, at the latest when the journey is confirmed by the transport company.

Distancing

The principle that customers must take personal responsibility first and foremost also apply to rail and road tourist services. Moreover, masks are strongly recommended where a distance of at least two metres cannot be kept. On-board staff must help customers to follow these rules, e.g. by helping them choose seats or find alternative seats available.

To ensure the minimum distance of two metres is kept before passengers even travel, a technical approach using fares and sales restrictions (where reservations are obligatory) can be implemented at the booking stage. For charter offers, exclusive access is only available for the person ordering the offer. The transport companies are responsible for laying down the detail of these processes.

Hygiene

Luggage transport can continue if passengers can load/unload their own luggage while being monitored by the driver.

If possible, passengers should use cashless payments for all on-board services not provided for free.

Recommendation: Staff should remove unnecessary items (guides, advertising material).
E. 1) CABLEWAYS

Scope of application

Annex E of the protection plan applies to transport companies which are members of the Swiss Cableway Association (SBS).

Basic rules

In principle, the rules of the protection plan for public transport apply to cableways, whether they serve a population or not. In addition to the protection plan for public transport, note the following points for cableways.

Distancing

Floor markings or notices must be set up at the most important hotspots to ensure that distance is kept between customers and/or staff.

Since the stipulation on maintaining distance cannot always be followed at individual tourist service hotspots, customers are "strongly recommended to wear masks." The customers themselves are responsible for implementing this recommendation if the minimum distance of two metres cannot be kept or when boarding/alighting from a transport service. If necessary, customers are to be made aware of the "strong recommendation to wear masks" before starting their journey (e.g. on the transport company website) and on-site via a pictogram.

Hygiene

Cableways must clean the interior of their cars regularly, at least once a day, to ensure cleanliness.

- Regular cleaning of bins does not affect cableways as most of the cars do not have bins.

Specific measures

Tourist services in Switzerland cover a wide range of different means of transport. For this reason, there are specific measures which only apply to or could make sense for one particular type of vehicle (means of transport). More detail will be provided in the following specific implementation measures for individual means of transport.

Note that all of the specific measures to be implemented by the tourist transport operators are compatible with the basic stipulations of the system leaders for rail (SBB) and road (PostBus). Specific further development and stricter stipulations for tourist services are possible and must be laid out in the specific stipulations which follow.

- Space in cableway waiting areas (for boarding and alighting) are to be organised (using markings) in such a way as to ensure an effective customer flow. If space is limited, a queue can also be set up outside the building.
- If staff are tasked with rescue operations, they must wear protective masks.
- Catering/gastronomy providers which belong to cableway companies must follow the protection plan for the gastronomy sector laid down by HotellerieSuisse / GastroSuisse.
E. 2) BOATS

Scope of application

Annex E of the protection plan (this document) applies to transport companies which belong to the Association of Swiss Navigation Companies (VSSU).

Basic rules

In principle, the rules of the protection plan for public transport apply to boats, whether or not they serve a population. In addition to the public transport protection plan, note the following points for boats.

Distancing

Floor markings or notices must be set up at the most important hotspots to ensure that distance is kept between customers and/or staff.

Since the stipulation on maintaining distance cannot always be followed at individual tourist service hotspots, customers are "strongly recommended to wear masks." The customers themselves are responsible for implementing this recommendation if the minimum distance of two metres cannot be kept or when boarding/alighting from a transport service. If necessary, customers are to be made aware of the "strong recommendation to wear masks" before starting their journey (e.g. on the transport company website) and on-site via a pictogram.

Tourist services in Switzerland form an open system with neither obligatory reservations nor physical barriers at stations and stops. Boats form an exception given the limit to the number of passengers.

Hygiene

Navigation companies must clean their vehicles regularly, at least once a day, to ensure cleanliness.

Specific measures

Tourist services in Switzerland cover a wide range of different means of transport. For this reason, there are specific measures which only apply to or could make sense for one particular type of vehicle (means of transport). More detail will be provided in the following specific implementation measures for individual means of transport.

Note that all of the specific measures to be implemented by the tourist transport operators are compatible with the basic stipulations of the system leaders for rail (SBB) and road (PostBus). Specific further developments and stricter stipulations for tourist services are possible and must be laid out in the specific stipulations which follow.

- On boats, capacity is to be reduced to 50% of the normal maximum as a benchmark from 8 June 2020. Boats which connect local populations as part of regional passenger transport are excluded from the reduction in capacity.
- For on-board catering, the guidelines laid down by GastroSuisse/Hotellerie Suisse apply.
- Customers have the option of leaving their contact details so they can be contacted by a cantonal health office if necessary. The company must make a form available for collecting contact details. Each group of customers can choose to provide the contact details (first name, surname, telephone number, date, time, table number) of one person.
- The suspension of ticket sales on vehicles does not affect boats.
- The embarkment and disembarkment of passengers is considered to constitute a hotspot. Where passenger flows are large, transport companies must manage them to optimise the situation. (see point on Distancing).
- Customers must be made aware of predicted levels of occupancy on individual routes at specific times with appropriate measures (information on websites, digital reservation opportunities etc.) and their use of services should be steered as far as possible.
- Navigation companies operating in waters forming a border with another country must align their protection plan with the instructions of the authorities of the neighbouring country and make modifications if necessary.
- For group travel, see the scope of